Ministry of
Social Development

2011/12
Annual Service Plan Report

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Message from the Minister and Accountability Statement

At this Ministry, we are committed to supporting B.C.'s most vulnerable citizens by providing them with the tools and ability to be independent and self-sustainable. Our goal is to provide supports and services that will help individuals become self-sufficient so they can contribute to their families, help build healthy communities and participate in a growing economy.

Last year, $2.3 billion was spent to provide assistance to British Columbians in every community across the province. This financial commitment is backed up by some of the most comprehensive supports and services in Canada for low-income British Columbians and individuals living with a disability.

The Ministry provided assistance to more than 180,000 people in 2011/12, with supports ranging from temporary assistance to those able to work, to long-term assistance for individuals living with disabilities. British Columbia's total income assistance rates are the fourth highest of all Canadian provinces for both income assistance and disability assistance. We also offer some of the most comprehensive supports for low-income people and their families, including subsidized housing, child care subsidies, dental and optical care for children, generous child and seniors benefits, and a wide range of employment programs.

This past year was a challenging one for Community Living BC (CLBC). After listening to concerns raised by some individuals and families receiving services from CLBC, we launched a comprehensive review of CLBC and the full spectrum of services the Province provides for individuals with developmental disabilities. In January, we announced a comprehensive plan for improving supports and an inter-ministry team is working to deliver on these recommendations and provide long-term resolution. To support this, the Province is providing an additional $144 million in funding over the next three years, plus $36 million being held in contingency, to support individuals with developmental disabilities and their families. Our plan not only addresses the concerns that we've heard in recent months about CLBC, but also supports a reasonable, sustainable and long-term strategy to strengthen the government-wide system of supports and services available to adults with developmental disabilities and their families in British Columbia. Since the release of this plan, an inter-Ministry team has been working to address all the recommendations and develop an integrated delivery system to provide a long-term resolution to the problems identified within CLBC.

Since 2001, our employment programs have helped more than 73,000 people find jobs in B.C. In the last five years, 29,000 people have found jobs through B.C.'s employment programs. We launched the new Employment Program of B.C. on April 2, 2012. This new program is focused

on providing supports and services for unemployed British Columbians so they can find jobs to provide for their families, and regain their independence as quickly as possible.

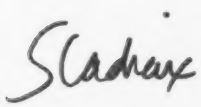
The rollout of Integrated Case Management system, a much-needed computer system upgrade that brings together information from my Ministry and the Ministry of Children and Family Development, continues to be on track and on budget. The second phase of ICM launched on April 2, 2012, and the final phase is scheduled for completion by the end of 2014.

Building on the success of the Homelessness Intervention Project, we launched the Family and Youth Partnership project in January. This pilot project focuses on connecting at-risk young families and youth with available services and supports in five communities throughout the province: Kelowna, Prince George, Surrey, Vancouver and Victoria. Our goal is to see more than 300 families take part in the Family and Youth Partnership over the next two years.

Also in January, I created a new Minister's Council on Employment and Accessibility to advise government on disability issues, engage with stakeholders and the public, and build awareness and create opportunities for people with disabilities.

Responsibility for Social Innovation transferred to the Ministry in September 2011. The B.C. Social Innovation Council was established in February 2011, made up of government, community and business agencies that are interested in social entrepreneurship. In November, we hosted a provincial two-day Non-Profit Partnerships Summit. Day one was Government Non-Profit Initiative, focused on exploring ways to strengthen the relationship between government and service providers. Day two was Collective Impact through Social Innovation, which brought together people and resources from across government, the private sector and the greater community, to discuss ways to tackle our toughest social, financial and environmental challenges.

The *Ministry of Social Development's 2011-2012 Annual Service Plan Report* compares the actual results to the expected results identified in the Ministry's *2011 12-2013 14 Revised Service Plan*. I am accountable for those results as reported.



Honourable Stephanie Cadieux
Minister of Social Development

June 30, 2012

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Highlights of the Year

Employment Program of B.C. Business Transformation

- The Ministry's Employment and Labour Market Services Division continued to engage stakeholders in an open and transparent manner with its Business Transformation Project. This project brought the administration of employment programming under a single jurisdiction while transforming the programs to effectively meet the diverse needs of British Columbians.
- This new program will provide a robust governance model, while ensuring quick and easy access through a single door ensuring that British Columbians get the services they need to get back into the workforce as quickly as possible.
- The consultation process ensured all contractors had regular opportunities to deliver meaningful input on the new Employment Program of B.C. program model. The new Employment Program of BC launched on April 2, 2012.

Integrated Case Management in 2011/12

- Integrated Case Management (ICM) was launched on April 2, 2012. There were many activities completed as part of ICM Phase 2. Ministry staff were involved in project management, planning and logistics, developing business requirements, providing design input, conducting user testing, developing and publishing communications materials, developing training materials, delivering instructor-led training and providing local support.
- Training of all ICM users was completed prior to the launch on April 2, 2012. Web-based training was provided for 2,200 staff and approximately 2,000 service providers. Train-the-Trainer programs were completed by 75 staff and 146 service providers. Instructor-led (face-to-face) training was also delivered to 2,200 staff on a role- and job function-specific basis through mobile training labs in 27 locations across the province. Service providers provided Instructor-led (face to face) training for their staff.

Stakeholder Engagement

- The Ministry's Learning Services partnered with the First Nations Social Development Society and developed opportunities for 17 band staff to take part in the Ministry's Mental Health Training for front-line staff. This session focused on learning more about Mental Health issues and what they look like, active listening skills and remaining neutral.
- British Columbia's system of supports and income assistance continued to be an example for other jurisdictions. We provided consultation to stakeholders in other provinces including Nova Scotia, Quebec, and Newfoundland and Labrador, and we provided

information on our best practices to the Federal Government and the Government of Australia.

- In October 2011, a Youth Employment Forum brought Community Living BC and the Ministries of Social Development, Children and Family Development, Health, Education, Advanced Education, Jobs, Tourism and Innovation and school districts together to raise awareness about the importance of employment for youth and best practices for preparing young adults with disabilities for employment.
- Since November of 2011, the Ministry has engaged with families from the community living sector in order to better understand the various transitions individuals and families experience as they navigate and interact with government and non-government agencies.

Social Innovation

- The Ministry and its community and government partners initiated a number of key steps to promote social innovation by supporting the BC Social Innovation Council (the Council) in its work to provide recommendations to government, community and the business sectors to maximize social innovation in British Columbia. The Ministry also supports a cross government ADMs committee on Social Innovation to support social innovation within the civil service and to support the Council in its recommendations related to government. Key initiatives in 2011/12 included: hosting British Columbia's Non-Profit Partnerships Summit on social innovation, which brought non profits, businesses and governments together to construct a made-in-BC model for social innovation partnerships; supporting the launch of the BC Ideas Competition to solicit ideas for social innovation from communities around BC; and supporting the Council to provide its final report "Action Plan Recommendations to Maximize Social Innovation in British Columbia, March 2012".
- In 2011/12, the Ministry continued to support community led innovations that improved employment and inclusion opportunities for persons with disabilities by establishing the Minister's Council on Employment and Accessibility. The Council will engage business, community, families and other disability stakeholders to increase employment gains, inclusion and independence for persons with disabilities.
- The Action Plan to Maximize Social Innovation in BC report from The Advisory Council for Social Entrepreneurship making recommendations on how to maximize social innovation in British Columbia was released in April 2012.

Government/Non-Profit Initiative

- The Government/Non Profit Initiative delivered Regional Roundtables in eight communities with recommendations to develop a Mentoring and Job Shadowing Program to foster leadership skills in emerging executives in both government and the non-profit sector.
- .

Medical Task Team - Northern/Interior

- With 10,000 clients in northern B.C. who have limited access to essential medical services, and approximately 4,400 medical-related trips, the Ministry is often involved with helping those in need travel to other centres. The Ministry's Regional Services Division established a Medical Task Team to ensure the provision of essential medical services, including medical transportation supplements, was meeting our northern clients' needs. This change brought about substantial improvements in the consistency of service, response time, stakeholder involvement and cost effectiveness.

Urban Youth Initiative - Vancouver Coastal

- Family connections, a roof over your head and a solid education are things people take for granted. However, for some citizens, that is unfortunately not always the case. The Urban Youth Project pilot, originating from the Homeless Intervention Project, is a partnership between government and non-profit community agencies providing integrated housing and support services to chronically homeless youth between the ages of 19 and 24 years who are challenged by severe mental health and addictions.

Organizational Excellence

- The Ministry was involved in the Homelessness Intervention Project and was the recipient of the national 2011 Public Sector Service Delivery Council Excellence in Public Service Delivery Award.
- The Ministry's 2011/12 Work Environment Survey results improved in many of the key building blocks, including 10 business areas identified as Top 10 work places.
- The 2011/12 Regional Premier Awards nominations featured the achievements of numerous Ministry staff: seven finalists and five winners.

  Ministry employees are among the most engaged and productive in the entire British Columbia Public Service. The Ministry continues to foster a positive work environment for staff by supporting personal development programs, exploring innovative workplace designs and continuing to build engagement through communication, strong supervision and respectful work environments. These initiatives will ensure the Ministry remains resilient and well positioned to face future challenges and support service delivery enhancements.

Purpose of Ministry

The Ministry of Social Development focuses on delivering responsive, innovative and integrated services to individuals and families by providing a strong system of supports to British Columbians. The Ministry provides support and assistance to people with disabilities and offers unemployed and underemployed British Columbians access to programs and services that allow them to find work, attach to the labour market and secure their future.

The Ministry's key accountabilities include:

- Provision of income assistance to those in need;
- Support for community living services that help adults with developmental disabilities and their families achieve their goals and connect to their communities; and,
- Delivery of employment programming and services to unemployed and underemployed individuals, employers and communities, including employment supports for British Columbians with disabilities.

The Ministry provides a comprehensive range of supports to those in need, and funds a continuum of employment services, including life skills, for unemployed and underemployed citizens with a wide range of abilities. The Ministry leads a cross-government committee of Assistant Deputy Ministers working with community partners to construct a made-in B.C. model for social innovation partnerships - encouraging and developing new partnerships and new ways of working with non-profits, businesses and governments.

The goal of social innovation is to take full advantage of new developments in technology, social finance and social entrepreneurship to address complex societal problems, create new opportunities and improve outcomes for British Columbians. Critical to success is bringing diverse stakeholders and resources together to tackle demanding social, financial and environmental challenges. To advance social innovation in British Columbia, the Ministry will play a key role in supporting the implementation of recommendations made by the Advisory Council for Social Entrepreneurship; this will involve bringing together people and resources from across government, the private sector and the greater community.

The Ministry of Social Development leads the provision of core programs and services for persons with disabilities and their families. This work is a joint effort between governments, community organizations, clients and their families. The Ministry focuses on integrated, citizen-centered service delivery, disability supports and services, and supporting community led innovations that increase employment and inclusion opportunities for persons with disabilities. In 2011/12, the Ministry continued to support community led innovations that improved employment and inclusion opportunities for persons with disabilities by establishing the Minister's Council on Employment and Accessibility. The Council will engage business, community, families and other disability stakeholders to increase employment gains, inclusion

and independence for persons with disabilities and may serve as a platform for discussion of the disability assistance system.

CLBC is a provincial Crown agency that delivers supports and services to adults with developmental disabilities and their families in the province. The agency works to support adults with disabilities and their families, and helps create communities where people with developmental disabilities have more choices about how they live, work and contribute.

The Ministry developed plans that will lead to improved services for individuals with developmental disabilities and their families in B.C. These recommendations focus on several key areas, such as: families being more involved in the planning and decision making of those with developmental disabilities, improved transition processes for youth, increased focus on employment and training services for greater community inclusion, greater oversight of CLBC, and the creation of an appeal mechanism for those who have concerns about the services they are receiving.

The Ministry supports a service delivery model with citizens at the centre by providing a number of channels through which British Columbians can access Ministry programs and services. Our commitment to cross-Ministry integration and cooperation is demonstrated in our implementation of the Integrated Case Management system in partnership with the Ministries of Children and Family Development and Labour, Citizens' Services and Open Government. The Ministry conducts business in accordance with the core values of the British Columbia Public Service: integrity, courage, teamwork, passion, service, accountability and curiosity.

The Minister oversees two independent bodies, the Employment and Assistance Appeal Tribunal and the Office of the Service Quality Advocate.

The Employment and Assistance Appeal Tribunal is a quasi-judicial body that provides an independent and accessible appeal process with a mandate to deliver timely and fair decisions reviewing Ministry of Social Development determinations related to employment programs and income assistance, and Ministry of Children and Family Development determinations related to the childcare subsidy program.

The Office of the Service Quality Advocate assists in situations involving adults with developmental disabilities and transitioning youth with special needs and their families who could benefit from the intervention of someone working independently of the Ministry and CLBC. The Advocate works with CLBC, the Ministries of Social Development, Children and Family Development, Health, and other ministries as required, as well as with the Representative for Children and Youth, and the Public Guardian and Trustee. For the first time the Service Advocate produced an Annual Report to highlight the activities of the office. The Advocate's experiences can contribute to the ongoing dialogue in the sector about services to individuals with developmental disabilities and their families.

In September 2011, the responsibility for multiculturalism and the Multicultural Advisory Council was transferred into the Ministry of Jobs, Tourism and Innovation.

Strategic Context

The Ministry supports the continuous development of an integrated, citizen-centered approach for the delivery of all services and supports. This includes maintaining an up-to-date knowledge of inter-jurisdictional strategic trends in social assistance programs for analytical comparison of our programs and services. The ongoing gathering of qualitative and quantitative data on other provincial, federal and territorial practices is part of the Ministry's commitment to enhance employment opportunities for persons with disabilities and promote accessibility and inclusion.

Economic Outlook

British Columbia's real GDP increased by 2.9 per cent in 2011 (according to preliminary GDP by industry data from Statistics Canada), following growth of 3.0 per cent in 2010. Overall in 2011, most indicators of British Columbia's economic performance showed improvement compared to the previous year. Gains in the domestic economy were observed in employment and consumer spending, while external gains were made in exports and shipments of manufactured goods. However, several risks to British Columbia's economy remain, including the European sovereign debt crisis, ongoing weakness in the US economy, exchange rate volatility, and slower than anticipated Asian demand for BC products.

Since the start of fiscal 2010/11, the Ministry's temporary assistance caseload has declined. Research on the recession experience in the 1980s indicates that caseload declines following a downturn come about more slowly than the increases during a downturn. As a result, it is expected that the reduction of the Ministry's temporary assistance caseload will lag behind improvements in the economy.

Citizen-Centred Service Delivery

Clients' expectations around technology and accessibility to the services offered by the Ministry are changing. The Ministry has made significant progress in delivering a wide range of services through its multiple service delivery channels including office based visits, phone systems and an expanded capacity to perform some functions through computer based self-service. The Ministry's Technology and Transformation initiative continues to look for ways to make services more effective and client-centred while maximizing opportunities to increase transparency that will serve clients better. The Ministry continues to make progress in its work with other ministries, service providers, and community groups in seeking ways to improve service delivery for clients and staff across all its service channels.

Many individuals with disabilities and their families looking for increased employment opportunities and community inclusion in this complex environment has present challenges that require an integrated response from all levels of government, the business sector, non-profit groups, community organizations and citizens.

Report on Performance

Performance Results Summary Table

Goal 1: Income assistance for those in need.	2011/12 Target	2011/12 Actual
1.1 British Columbians receive all supports for which they are eligible.		
Percentage of B.C. population aged 19 to 64 receiving temporary assistance.	1.3%	1.5% NOT ACHIEVED
Goal 2: An integrated and responsive employment and labour market system.	**2011/12 Target**	**2011/12 Actual**
2.2 Deliver accessible services that help workers and employers seek and develop sustainable employment.		
Percentage or number of employment program clients who achieve employment		
B.C. Employment Program		
• Percentage of program clients who achieve $560 or 70 hours of work per month	25%	24% SUBSTANTIVELY ACHIEVED
Employment Insurance Part II programming		
• Number of Employment Insurance clients returned to employment	20,000	33,476 EXCEEDED
Goal 3: An effective system of supports and services for adults with disabilities.	**2011/12 Target**	**2011/12 Actual**
3.2 Deliver accessible services to help persons with disabilities seek and maintain meaningful employment.		
Percentage of disability assistance cases with income from working or a volunteer supplement.	20.0%	19.2% SUBSTANTIVELY ACHIEVED

Goals, Objectives, Strategies and Performance Results

The Ministry's 2011/12 – 2013/14 Service Plan was revised in May 2011 as responsibility for multiculturalism was transferred to the Ministry. In 2011/12, Government announced three key priorities: families, jobs and open government. Social Development plays a key role in all three areas. In September 2011, responsibility for multiculturalism and the Multicultural Advisory Council was transferred into the Ministry of Jobs, Tourism and Innovation.

This became a year of rebuilding and refocusing as the Ministry reviewed of all its public performance reporting. The Service Report for 2012/13 will include and report out on an increased number of performance measures around the Employment Programs of B.C. and Integrated Case Management that launched in April 2012.

In January 2012, Government announced enhancements to services for individuals with developmental disabilities and their families. Over the next year, the Ministry will work closely with Community Living British Columbia, all relevant ministries and many individuals and groups in the community living sector to deliver on recommendations from the two reports completed that will reconfirm British Columbia as a jurisdiction leading improvements in services for people with developmental disabilities.

Goal 1: Income assistance for those in need.

Objective 1.1: British Columbians receive all supports for which they are eligible.

Strategies

- Provide individualized supplemental assistance, including subsidized bus passes and dental and optical assistance, to eligible British Columbians.
- Work with partner ministries to provide more accessible service to those in need, including 24/7 access to an expanded range of income assistance information and services.
- Work collaboratively with other ministries, agencies, non-profits and community partners to deliver targeted and innovative community-based outreach programs, assisting at risk populations to access the stable housing, services and supports they need. These populations include the chronically homeless, and individuals who are transitioning from hospitals, correctional facilities, and alcohol and drug residential treatment facilities.

The Ministry recognizes that certain life events or circumstances can be expensive, especially for individuals and families on assistance. To help with additional costs and unexpected needs, the Ministry provides a broad range of supplements. For example, clients with confirmed employment can get help with transportation or purchase job-related equipment, such as work

boots. Some of the other supports the Ministry provided included: crisis supplements for help with food, shelter or clothing; security deposits and utility security deposits to help with securing housing and utility service; and school start-up supplements to help families.

The Ministry also provides a Seniors Supplement that supports a minimum income for low-income seniors on Old Age Security/Guaranteed Income Supplement as well as a very generous transportation supplements to Persons with Disabilities and seniors that exceeds the level of support of all other provinces.

The Ministry of Social Development provides basic medical and dental coverage for income and disability assistance clients and other low income British Columbians who qualify. For people who may need more than basic coverage, the Ministry provided a range of medical equipment, supplies and nutritional supports through our Health Supplements programs.

In January 2012, the Province launched the Family and Youth Partnership pilot project and began partnering with other ministries, government agencies, community service providers and other community partners to ensure that young families and youth were referred to existing services such as preparatory programs, education or employment programs as well as services that helped ensure their children are ready for school. The project focuses on providing tools and supports to prepare youth for a healthy future, and connecting young families on income assistance with supports and assistance to strengthen their parenting, employment and life skills.

Based on the success of the Homelessness Intervention Project, an Integrated Offender Management Homelessness Intervention Project pilot was developed. The Integrated Offender Management project links incarcerated clients who are homeless or at-risk of homelessness with stable housing and a range of health services including mental health services, addictions treatment and primary health services for clients with acquired brain injury and Fetal Alcohol Spectrum Disorder. The pilot project will run from April 2011 to March 2013 at the Alouette Correctional Centre for Women and the Fraser Regional Correctional Centre in Maple Ridge.

In the first nine months, 40 Integrated Offender Management/Homelessness Intervention Project clients in the Lower Mainland transitioned from custody to the community. Of these clients 80 per cent are housed, 88 per cent received income assistance, and 15 per cent participated in volunteering, pre-employment and employment programs.

Over the last year, the Ministry has continued to enhance service delivery channels and its multi-channel service delivery strategy. As technology changes, the Ministry's goal has been to improve the overall service experience for clients and citizens through various existing service channels and potential new future channels.

Performance Measure 1: Percentage of the B.C. population aged 19 to 64 receiving temporary assistance with employment-related obligations

Performance Measure	2001/02 Baseline	2009/10 Actual	2010/11 Actual	2011/12 Target	2011/12 Actual
Percentage of the B.C. population aged 19 to 64 receiving temporary assistance with employment-related obligations	3.4%	1.6%	1.6%	1.3%	1.5% NOT ACHIEVED

Data Source: Research Branch, Ministry of Social Development

[1] The baseline represents results for March 2002. The B.C. Employment and Assistance Program was introduced in 2002/03.

Discussion of Results

This measure tracks the percentage of B.C.'s working age population (those who are ages 15 to 64) receiving temporary assistance with employment related obligations. Individuals and families have the best chance for prosperity through employment; assisting clients to find employment is a critical part of the Ministry's work and encourages clients' independence and employment. The Ministry's policy framework and employment and labour market programs and services influence this measure.

The baseline reflects the Ministry's caseload in March 2002 (end of fiscal year 2001/02), which was the month prior to the introduction of the BC Employment and Assistance Program. The percentage of British Columbia's population receiving temporary assistance with employment-related obligations has declined significantly since that time.

The economic downturn has had a significant impact on the B.C. labour market. As of March 2012, the number of unemployed was over 72,000 higher than in the same month in 2008, prior to the recession. This increase has put pressure on the Ministry's employable caseload, which remains 45 per cent higher than pre-recession levels. Research from the 1980s recession has shown that caseload declines during recovery are slower than the initial caseload increase.

The target of 1.3 per cent was not achieved in 2011/12 as the employable caseload did not decline as much as was anticipated. While unemployment numbers were lower than expected, the number of people not in the labour force was higher than expected as the participation rate continued to run below pre-recession levels. Despite the economic downturn, this measure is well below that of the baseline year of 2001/02.

Goal 2: An integrated and responsive employment and labour market system.

Objective 2.2: Deliver accessible services that help workers and employers seek and develop sustainable employment.

Strategies

- Launch the new Employment Program of British Columbia on April 1, 2012
- Increase British Columbians' awareness of available employment and labour market services
- Deliver employment and labour market services in partnership with other ministries, community organizations and employers

The Ministry invested in a full range of employment programs to help clients achieve greater self-reliance, build a better life for their families, break the cycle of welfare dependency and meet the needs of the labour market. In February 2009, the Ministry accepted responsibility for the management of the Canada-B.C. Labour Market Development Agreement, which allowed greater flexibility to adapt employment programming to suit the evolving needs of unemployed British Columbians. The Ministry undertook a business transformation process to realize the opportunities provided by the transfer.

Through the transformation process, the Ministry developed a flexible and inclusive service delivery model, integrating all provincially and federally funded employment programs. Over the past two years, the Ministry has held engagement sessions with stakeholders, service providers and staff to inform the design of the new employment program model. The feedback significantly impacted the design of the new Employment Program of British Columbia. The Request for Proposals for the new program was posted on BC Bid on March 30, 2011, and service delivery, using ICM, began on April 2, 2012.

Performance Measure 2: Per cent or number of employment program clients who achieve employment

Performance Measure	Baseline[1]	2008/09 Actual	2009/10 Actual	2010/11 Actual	2011/12 Target	2011/12 Actual
Per cent or number of employment program clients who achieve employment:						
• **B.C. Employment Program** – Per cent of program clients who achieve $560 or 70 hours of work per month	23%	28%	33%	31.5%	25%	24% SUBSTANTIVELY ACHIEVED
• **Employment Insurance Part II programming** – number of Employment Insurance clients returned to employment	37,384	N/A	38,609 [2]	33,038	20,000	33,476[2] EXCEEDED

Data Source: Employment and Labour Market Services Division, Ministry of Social Development

[1] The B.C. Employment Program baseline is 2006/07. The Employment Insurance Part II program measure was transferred with responsibility for the programs from the federal government in February 2009 and the Ministry established a baseline in 2009/10.

[2] Data up to March 2012.

Discussion of Results

The Ministry received provincial and federal funding to support British Columbians in getting back to work as quickly as possible. In 2011/12, the Ministry fully invested its program budget, ensuring that every dollar went to supporting British Columbians in their return to the labour market. The performance results for this measure demonstrate the efficacy of those investments.

While the number of clients employed by the B.C. Employment Program remained consistent from previous years, there was an increase in the number of clients referred into the program - particularly in the second half of 2011/12. This happened because the Ministry modified its referral policy in the latter half of the year which allowed more income assistance clients with employment obligations to access the B.C. Employment Program. The increase in the number of clients starting caused the decline observed for this measure and dropped the results just below the targeted value.

For clients accessing Employment Insurance Part II programming in 2011/12 the number returned to employment remained consistent with what was observed in 2010/11 and the Ministry has exceeded the target established.

Goal 3: An effective system of supports and services for adults with disabilities.

Objective 3.2: Deliver accessible services to help persons with disabilities seek and maintain meaningful employment.

Strategies

- Improve labour market participation by persons with disabilities by broadening employer, industry sector and community engagement and improving access to equipment and assistive technology to connect these job seekers with employers
- Support the Equipment and Assistive Technology Initiative, a multi-partner initiative that provides assistive technology to persons with disabilities to help them achieve their employment goals

The Communication Assistance for Youth and Adults project fills a gap which existed for those youth that left the K-12 education system and who could no longer access assistive technology services provided through that system. The Province has financed this project over several years and recognizes the important work the organization does in support of individuals with developmental disabilities.

The Ministry continued its work with the disability community to deliver the Equipment and Assistive Technology Initiative, which provides equipment and assistive technology to support persons with disabilities to achieve their employment goals. In 2011/12 the Ministry provided $1.65 million in funding for Communication Assistance for Youth and Adults project. As of February 2011, this funding supported approximately 582 youth and adults with severe communication disabilities to participate more actively in their communities.

In February 2012, a Minister's Council on Employment and Accessibility was launched. This will be a forum comprised of members from the business, non-government organizations, and government sectors as well as families and individuals with disabilities. It will advise the Minister on solutions and strategies to increase employment and access for people with disabilities.

The Council will allow for collaboration with a Cross-Ministry Disability Strategy Reference Group comprised of senior executives from Provincial Government ministries focused on supporting persons with disabilities. The Council will also be used as a mechanism to help support the Province and the Ministry in meeting its reporting requirements under the UN Convention on the Rights of Persons with Disabilities. Canada and all provinces and territories will report how the Convention is being implemented and what measures have been taken to affect its obligations.

Performance Measure 3: Percentage of disability assistance cases with income from working or a volunteer supplement

Performance Measure	2003/04 Baseline	2008/09 Actual	2009/10 Actual	2010/11 Actual	2011/12 Target	2011/12 Actual
Percentage of disability assistance cases with income from working or a volunteer supplement	13.2%	19.5%	20.0%	19.1%	20.0%	19.2% SUBSTANTIVELY ACHIEVED

Data Source: Research Branch, Ministry of Social Development

Discussion of Results

The Ministry provides supports to assist Persons with Disabilities in pursuing employment opportunities. This measure tracks the Ministry's success in assisting these clients to realize their employment goals, increasing self-reliance and community involvement.

The baseline reflects the percentage of the Ministry's Persons with Disabilities caseload who reported income for March 2003. The percentage of persons with disabilities with earned income or who are volunteering has increased since 2001/02.

In July 2011, there were 4,053 clients receiving the Community Volunteer Supplement and there were 7,935 clients on the waitlist for Community Volunteer Supplement. In August 2011, the ministry announced additional funding for Community Volunteer Supplement for those clients who were on the waitlist. Clients were given until October 31 to apply and be assessed for eligibility for the supplement. By December 2011, this increased to 6,431 clients receiving the supplement.

The Ministry is no longer accepting any applications to the Community Volunteer Supplement program as an updated approach to support community volunteerism is being developed.

The number of Persons with Disabilities cases has increased by 35,936 since 2001/02, an increase of 82 per cent. Over the same period, the number of Persons with Disabilities cases who report earnings or who are volunteering has increased by 213 per cent – over double that of caseload growth for the same population.

During the economic downturn, the number of Persons with Disabilities reporting earnings has increased. However, the number of Persons with Disabilities has grown faster. Therefore, we have seen reduction in the performance measure. As the economy recovers, it is expected that the percentage of Persons with Disabilities cases who report earnings will again increase due to the increased availability of opportunities in the labour market.

Report on Resources

	Estimated[1]	Other Authorizations[2]	Total Estimated	Actual	Variance[3]
Operating Expenses ($000)					
Income Assistance	1,578,275	74,938	1,653,213	1,651,573	-1,640
Employment	55,488	0	55,488	55,300	-188
Community Living BC	680,977	13,687	694,664	695,789	1,125
Employment and Assistance Appeal Tribunal	1,751	0	1,751	1,652	-99
Executive and Support Services	21,972	0	21,972	22,774	802
Total	**2,338,463**	**88,625**	**2,427,088**	**2,427,088**	**0**
Adjustment of Prior Year Accrual	0,	0	0	(225)	(225)
Ministry Capital Expenditures (Consolidated Revenue Fund) ($000)[4]					
Employment	6,640	0	6,640	4,748	1,892
Executive and Support Services	31,743	6,400	38,143	37,308	835
Total	**38,383**	**6,400**	**44,783**	**42,056**	**2,727**

1. Estimates are restated to reflect operational requirements of core business areas. These restated amounts are also reflected in the 2012/13 Estimates.
2. Other Authorizations: Income Assistance amount includes access to contingencies for greater than anticipated Income Assistance caseload growth. Community Living BC amount includes access to contingencies, $6M for caseload and $7.687 for Municipal Pension Plan. Capital amount includes $6.4M for ICM. (ICM is an investment in information systems used to deliver critical social programs and is an initiative between the Ministries of Social Development, Children and Family Development and Labour, Citizens' Services and Open Government.)
3. Variance in Income Assistance is due to caseload related pressures. Variance in Executive Support Services (ESS) is due to postal and information systems costs related to higher than anticipated caseload growth. The Community Living BC variance is due to the year end adjustment to the Health Benefits Trust unfunded liability.
4. Capital expenditures for Employment are under spent by $1.892M due to savings in tenant improvements ($1.332M) and office furniture. Capital expenditures for ESS are related to ICM.

Annual Service Plan Report Appendices

Appendix A: Ministry Contact Information

Ministry Contact Information

Service BC refers members of the public to the appropriate Ministry office, and transfers calls and forwards e-mails free of charge. Hours of operation for Service BC are 8:00 a.m. to 5:00 p.m., Monday through Friday, excluding statutory holidays.

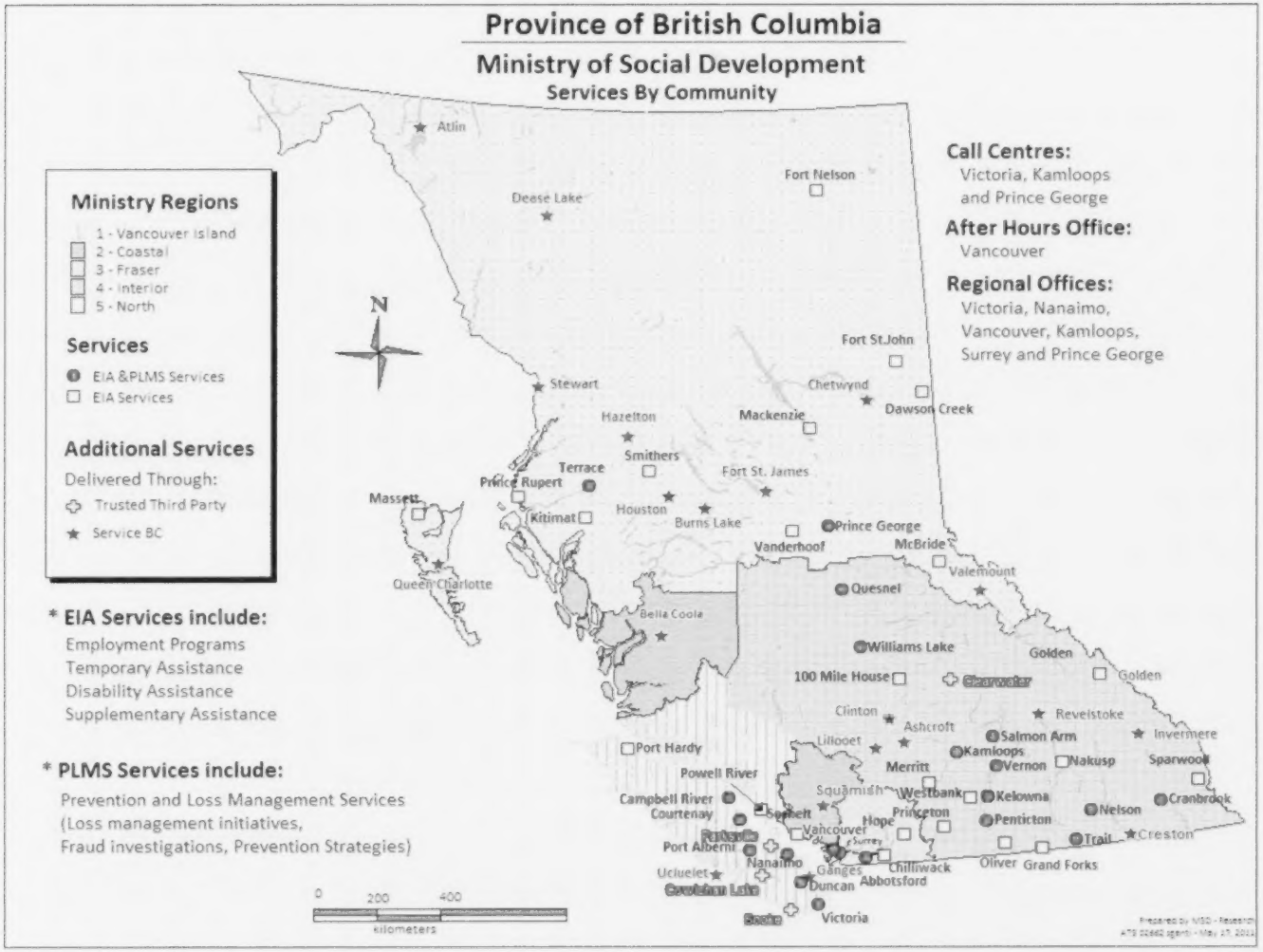
- In Victoria, call: 250 387-6121
- In the Lower Mainland, call: 604 660-2421
- Elsewhere in British Columbia call: 1 800 663-7867
- Outside British Columbia call: 1 604 660-2421
- E-mail address: EnquiryBC@gov.bc.ca
- Telephone device for the deaf and hearing impaired (TDD):
  - In the Lower Mainland, call: 604 775-0303
  - Elsewhere in British Columbia, call: 1 800 661-8773

Employment and Income Assistance

The Ministry has approximately 100 Employment and Income Assistance offices throughout British Columbia. To find the office that provides services for a specific community, go to: www.hsd.gov.bc.ca/contacts/city.htm, or contact the Ministry toll free by telephone from anywhere in the province at 1 866 866-0800.

Employment and Labour Market Services

General Enquiries: 250 356-0050


Province of British Columbia
Ministry of Social Development
Services By Community
Ministry Regions
1 - Vancouver Island
2 - Coastal
3 - Fraser
4 - Interior
5 - North
Services
EIA &PLMS Services
EIA Services
Additional Services
Delivered Through:
Trusted Third Party
Service BC
* EIA Services include:
Employment Programs
Temporary Assistance
Disability Assistance
Supplementary Assistance
* PLMS Services include:
Prevention and Loss Management Services
(Loss management initiatives,
Fraud investigations, Prevention Strategies)
Call Centres:
Victoria, Kamloops
and Prince George
After Hours Office:
Vancouver
Regional Offices:
Victoria, Nanaimo,
Vancouver, Kamloops,
Surrey and Prince George
N
Atlin
Dease Lake
Fort Nelson
Fort St.John
Dawson Creek
Chetwynd
Stewart
Hazelton
Mackenzie
Smithers
Terrace
Prince Rupert
Fort St. James
Masset
Houston
Burns Lake
Kitimat
Prince George
Vanderhoof
McBride
Valemount
Queen Charlotte
Quesnel
Bella Coola
Williams Lake
Golden
100 Mile House
Clearwater
Clinton
Ashcroft
Revelstoke
Lillooet
Salmon Arm
Invermere
Port Hardy
Kamloops
Vernon
Nakusp
Sparwood
Merritt
Powell River
Squamish
Westbank
Kelowna
Cranbrook
Campbell River
Courtenay
Sechelt
Princeton
Nelson
Vancouver
Hope
Penticton
Trail
Creston
Port Alberni
Nanaimo
Oliver
Grand Forks
Ucluelet
Ganges
Chilliwack
Abbotsford
Duncan
Victoria
0
200
400
kilometers

Appendix B: Hyperlinks to Additional Information

Community Living British Columbia: www.communitylivingbc.ca

Community Living British Columbia delivers supports and services to eligible adults and their families in British Columbia. Adults with developmental disabilities or who meet the Personalized Supports Initiative criteria are eligible for supports through Community Living British Columbia. For more information about Community Living British Columbia services, please call the toll-free information line at 1 877 660-2522.

Labour Market Development Agreement: www.labourmarketservices.gov.bc.ca/

The Ministry Employment and Labour Market Services website is an information resource for employment programs and services available in British Columbia. For more information, contact local Employment and Labour Market Services through Enquiry BC by email at EnquiryBC@gov.bc.ca or by phone at 1 800 663-7867.

Online Resource (B.C. Employment and Assistance Policies and Procedures): www.gov.bc.ca/meia/online_resource/

The Online Resource is the Ministry web based resource for all B.C. Employment and Assistance policy, procedures and program information for eligibility for Ministry programs.

Personal Supports: www.personalsupports.bc.ca/

This site contains information about programs that provide equipment and assistive devices or other personal supports to persons with disabilities in British Columbia. If you would like to speak to a Personal Supports representative, please call the toll-free information line at 1 888 818-1211.

Self Serve Assessment and Application Tool: www.iaselfserve.gov.bc.ca/HomePage.aspx

The Self Service Assessment and Application Tool is the Ministry assessment and application web tool that is designed to assist clients in learning more about programs and services available, as well as additional links if clients would like to do an eligibility assessment or apply for Income Assistance.

Integrated Case Management: www.integratedcasemanagement.gov.bc.ca

The Integrated Case Management website provides information about the project; a partnership between the Ministries of Social Development, Children and Family Development, and Labour, Citizens' Services and Open Government. This website includes an online demonstration as well as a project overview, fact sheet and information about privacy.